

# SIKKIM

## GOVERNMENT



## GAZETTE

EXTRAORDINARY  
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GOVERNMENT OF SIKKIM  
URBAN DEVELOPMENT AND HOUSING DEPARTMENT  
GANGTOK

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### NOTIFICATION

As per the reforms stipulated by the 13<sup>th</sup> Finance Commission and also to provide good services to the public, the State Government intends to benchmark the service level of the four basic services to be provided by the Urban Local Bodies namely;

- Solid Waste Management & Sanitation Services
- Sewerage Services
- Water Supply Services
- Drainage Services

Presently, only the solid waste management has been transferred to Urban Local Bodies. As an initial step, the solid waste management service provided by Gangtok Municipal Corporation is being benchmarked. The 10 year service level benchmarking is set out as follows:

| YEAR    | Coverage % | Collection Efficiency % | Extent of Segregation % | Extent of Recovery % | Extent of Scientific Disposal% | Complaint Redressal Efficiency % | Cost Recovery% |
|---------|------------|-------------------------|-------------------------|----------------------|--------------------------------|----------------------------------|----------------|
| 2011-12 | 60         | 70                      | -                       | 0                    | 0                              | 50                               | 25             |
| 2012-13 | 80         | 80                      | -                       | 10                   | 0                              | 70                               | 35             |
| 2013-14 | 90         | 90                      | 20                      | 20                   | 0                              | 90                               | 40             |
| 2014-15 | 95         | 95                      | 40                      | 50                   | 10                             | 95                               | 50             |
| 2015-16 | 99         | 95                      | 60                      | 70                   | 40                             | 99                               | 70             |
| 2016-17 | 100        | 100                     | 80                      | 75                   | 50                             | 100                              | 80             |
| 2017-18 | 100        | 100                     | 90                      | 80                   | 60                             | 100                              | 80             |
| 2018-19 | 100        | 100                     | 100                     | 85                   | 70                             | 100                              | 80             |
| 2019-20 | 100        | 100                     | 100                     | 90                   | 90                             | 100                              | 80             |
| 2020-21 | 100        | 100                     | 100                     | 100                  | 100                            | 100                              | 80             |

GMC has set specific service level benchmarking on various parameters as tabulated above to be attained on a ten year period to ensure effective service delivery.

BY ORDER AND IN THE NAME OF GOVERNOR

COMMISSIONER-CUM- SECRETARY  
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